

CHAPTER 2

MAINTENANCE ADMINISTRATION

Chapter Objective: Upon completion of this chapter, you should have the knowledge to identify the importance of office arrangement and procedures, recognize the various types of office equipment used in the Aviation Maintenance Administration work center, identify the types and purposes of official correspondence, recognize the purpose and use of the filing system used in Aviation Maintenance Administration, and identify the types of in-service training.

As an AZ, most of your duties will be in an office. You may be assigned to a small office where you are responsible only to the division officer; or to a large one, where you are one of several petty officers and strikers working under the supervision of a chief petty officer.

An office makes an impression on those who visit it, not unlike the impression one person makes on another. It is important that the office create a good impression; it is even more important, for the sake of the work and the worker, that the surface impression be based upon a genuinely good office situation.

As with the individual person, office atmosphere is the product of both physical and mental factors. The physical factors are the more obvious; therefore, they are presented first.

OFFICE ARRANGEMENT AND PROCEDURES

The amount of control you will have over the physical conditions in the office varies with the office location and the type of duty. Both aboard ship and ashore, conditions outside your control usually determine the kind of office and equipment you will have. You may or may not have a choice in arrangement of furniture. Without a doubt, you will be expected to take your share of responsibility for the general neatness and care of the place. You should perform these duties as a routine part of the job and not wait to be asked or told.

When you begin work in a new billet, one of your first needs is to learn as much as possible about the overall organization. Then you should become familiar with the office organization and the immediate chain of command.

After understanding all the functions of the office, you will see how your own duties fit into these functions. This knowledge makes the various jobs more interesting. The files, for instance, once thought so dull, take on a new interest with the knowledge of the use of the records they contain.

You should know the name and the rank or rate of every person in your office, and the manner in which every signing official makes a signature. You should also learn what part of the office operation each person performs and how your own work contributes to the general functions.

The next step is to see the office as part of a larger plan. The office may be viewed in two ways—as a part of the squadron or station and as a part of the overall aircraft maintenance program operating through similar offices in all aviation ships and at all air stations.

OFFICE ARRANGEMENT

If there is a need to rearrange the office furniture, you should think and plan before you start to move things around. Place the desks so that people who use them will have enough light, but no glare. There should be as much air as possible without locating anyone in a draft.

Chairs should be adjusted so that the typist's feet rest firmly on the deck. Adjust the typewriter so that the base of the machine is 12 inches above the chair seat. Copy holders, when used, aid in reducing eyestrain for typists.

Equipment should be placed where it can be easily used and where work will flow in one direction—not crisscrossing the room.

Tables or counters should be arranged to handle supplies or to assemble papers. Files should be placed where they can be easily used but where they are out of the flow of general office traffic.

It is possible to plan an arrangement that is not only convenient but also looks orderly and uncluttered. There should be bookcases and special shelves for books, magazines, and pamphlets to keep them from taking up work space on tables and desks.

While striving for orderliness and good appearance, do not go to extremes. Remember, the office exists to get work done, and too much emphasis on appearance may interfere with the day-to-day work. Within reasonable limits, the best arrangement is the one that gets the work done.

The appearance of an office is affected by simple things, such as putting things away from day to day. This is one of your responsibilities. Correspondence baskets should be cleared daily to avoid accumulation and/or misplacement of material.

When handling classified matter, you must be especially careful to see that it is always handled and stowed in accordance with the latest edition of the *Department of the Navy Information and Personnel Security Program Regulation*, OPNAVINST 5510.1, commonly referred to as the Security Manual.

Supplies, such as ink and carbon paper, that may stain other materials, and all supplies that deteriorate rapidly, should be stowed properly.

Equipment that might be damaged when the office is cleaned should not be left on the desk. Accumulations of loose papers may create a fire hazard. All gear should be well secured.

When securing equipment or supplies that others have been using, or when dusting, use care

and good judgment so that nothing is lost or misplaced. What may look like complete confusion to one person may have order and meaning to another.

If you have to clean another person's desk, try not to disturb the arrangement of their papers. When cleaning and putting away your papers, you should avoid interfering with other people who are still working.

ARRANGING THE DESK

You are always responsible for your own desk. Exactly how it is arranged is governed by your own preference and the kind of work you are doing, but you should have an orderly plan.

If you spend most of your time typing letters or other documents and cutting stencils, the plan suggested below is suitable. Your work may require that you provide space for other types of supplies, but the general principles are still applicable.

- Keep pencils, erasers, paper clips, and other small articles in shallow desk drawers or trays.

- Insert slanted stationery trays in one of the upper desk drawers. Use a separate tray for each type of stationery, placing the most frequently used at the front. If it is necessary to keep more than one type of stationery in a tray, use a piece of cardboard as a divider, fastening a tab indicator on the top edge to show the type of stationery below. The trays should not be filled too full, or the stationery will become soiled and wrinkled.

- Keep carbon paper in its box (in the bottom drawer with such items as brushes, extra pencils, and dusting cloth) to keep it from curling and soiling stationery. When using carbon paper, place the box on top of the desk.

- Keep unfinished work in a tray or basket provided for that purpose. Consult your supervisor to see if it should be left on top of the desk or put away at the end of the working day.

- After cutting mimeograph stencils, replace unused stencils and correction fluid in the supply cabinet. You should not keep these articles in your desk.

- If any personal articles are kept in the desk, place them in a separate drawer.

- At the end of the day, clear everything possible from the top of the desk, set straight any articles that must remain on top, and close all drawers.

DUTIES OF A RECEPTIONIST

At one time or another, you will probably receive visitors and greet official callers at your activity or office. The manner in which you conduct yourself and the impression you make determines, to a great extent, the visitor's initial impression of the whole organization.

Often the receptionist's manner is apparent, even before moving or speaking, and it sets the tone for what follows. When receiving and greeting visitors, you should be guided by a few simple rules of business and courtesy.

An office is a place of business, so you should show that you are there for work. In all offices, you will have work other than attending to visitors. If, for short intervals, you actually have nothing to do, learn by watching or helping other AZs. (You should not engage in idle talk with other personnel during these occasions.)

Your desk may be right in line for the chronic stop-and-chatter person from a nearby office. Be pleasant but do not encourage incidental visiting. Most people will leave if they see they are interrupting your work. You must not, however, give people coming to the office the impression that you are too busy to help them.

As an AZ, you should understand that one of your most important functions is to be of help to other maintenance personnel, and no reasonable request should be too much trouble. You should be polite, pleasant, and considerate at all times, even with people whose requests seem a bit unreasonable. You should retain your composure and good manners.

If you do not already know the visitor, you should ask the individual's name. You might write it on a slip of paper to hand to the person the visitor wishes to see.

You should listen carefully to inquiries. Use intelligence and imagination in replying. Do not expect the visitor to know all about the office and the people in it. When referring to Lieutenant

Smith, for example, you should make sure that the visitor knows where Lieutenant Smith's desk is located. If possible, take the visitor to Lieutenant Smith, introduce him, and briefly state the visitor's business.

If you cannot help, suggest another source that may be used. This is where broad on-the-job experience is useful. You should never let people leave feeling they have run into a blank wall.

A good receptionist is, to some extent, a buffer for the other people in the office. Time can often be saved if the receptionist knows the answer. You should be careful, however, to know just how far to go on your own and when it is better to let someone else take over.

When the people in the office are especially busy, the receptionist should protect them as much as possible without denying legitimate requests or causing visitors to wait an unreasonable length of time. If a delay cannot be avoided, it may be feasible to suggest calling the visitor when the person to be seen is free, or find out whether anyone else can help.

TELEPHONE PROCEDURES

When a small child first tries to talk on the telephone, the child is likely to nod the head for yes instead of speaking. Many adults make, to a lesser degree, the same mistake. They forget how important facial expression and gestures are in face-to-face conversation and that these factors are missing on the telephone. Remember the old expression, "When you say that, smile." Misunderstandings can arise on the telephone because the person at the receiving end cannot see the speaker's expression.

People sometimes develop telephone voice mannerisms that give a misleading impression. To avoid this mistake, you should listen critically now and then, and decide whether you would like to be spoken to by that voice. Is it natural? Is it pleasant? Is it friendly and yet businesslike?

Remember that a conversational tone is best for telephone use. You should speak directly into the transmitter with the mouth about an inch away. Among voices to be avoided are the dull, the whining, the pompous, the too formal, and

the too sugary. Speak clearly and carefully. Be especially careful in the choice of words to ensure that the intended meaning is clearly conveyed.

You should open a telephone conversation with a phrase that identifies your office to the person answering the telephone. For example, "This is AZC Mires in Captain Lee's office."

If the caller fails to tell you who he/she is when you answer the phone, and it is necessary to know the name, ask for it tactfully. You might say, "May I ask who is calling, please?" or "May I have your name, please?" Avoid phrases that may sound abrupt or suspicious, such as "Who's this?" or "Who's calling?"

If the person called is absent, always offer to take a message. If given one, write it down while talking. Be sure to get all details correct, especially the name and the telephone number of the caller. If no message is given, make a note about the call. After hanging up, place the note where the person for whom it is intended will be sure to receive it.

It is often a good idea, when the person called is out, to say, "Perhaps I could help you." Even if it develops that you cannot, the caller will appreciate your good will. As you learn more about your duties, there will be more times when you can answer a question and save a second call.

Telephone conversations should be kept as brief and to the point as possible. Long discussions of personal matters or unnecessary rambling on a point of business only tie up an official telephone. Although you may have spare time to kill, this probably keeps the other person from an important job.

TAKING INSTRUCTIONS

When you are given instructions, it's wise to make notes. This is especially true if the instructions are not to be carried out immediately. If there are a good many things to remember, as is often the case, some detail of the instructions may be forgotten that could change the whole operation. Notes provide a means of refreshing your memory. Also, they help to ensure that you concentrate on the directions as given and understand clearly what is to be done.

USE OF WORKING HOURS

Obviously, working hours should be used to get work done. However, if you have no work

to do, you are encouraged to study TRAMANs and other publications, such as *Mech*. Generally, you can find something to do.

Your use of time indicates the amount of initiative that you have, the ability to organize work, and the interest in getting ahead.

As an efficient petty officer, you anticipate future jobs and start on them in slack time, such as putting things in order, cleaning out files and cabinets, and replenishing supplies. Thus, you can organize the work so that you will not be too hard pressed later on.

OFFICE MACHINES

Office machines play an important part in the efficient operation of almost all aircraft maintenance offices. In the course of your duties, you are required to prepare correspondence and complete reports. You are also required to reproduce copies of messages, letter-type technical directives, maintenance instructions, charts, forms, etc. Therefore, you must be able to type, operate calculating machines, and operate duplicating machines. You should know how to provide routine care to any machine that you operate.

TYPEWRITING

Before any AZ striker can participate in the advancement exam for AZ3, he/she must pass a typing performance test. The test is administered by the station or ship's education services officer. This test must be given at least once every 3 months (once per quarter); however, depending on local policy, it can be given more often than that. Many times, the division chief petty officer (CPO) or first class will be able to get more than one test given by requesting it at the appropriate time. Therefore, when the AZ striker feels that he/she can type 20 words per minute consistently, the division petty officer should be asked to arrange for the performance test. Once the striker passes this test and has it entered in the service record, he/she does not have to take the test again.

Many otherwise outstanding AZ strikers have been unable to advance to AZ3 because of failing this performance test. For the striker who has had prior typing experience, a small amount of practice will result in 20 words per minute

proficiency. That person has very little need for the information in this section. This section is written for the benefit of the striker who has not been through AZ class A school and who has no experience in typewriting.

This section discusses the basic parts and operation of an electric typewriter. It also explains the typewriter keyboard, finger placement, and control of letters when using the touch method of typing; presents several practice exercises; and explains the performance test and how it is graded.

There is not enough space to present a comprehensive self-study course for typewriting within this TRAMAN. This TRAMAN presents the basic information concerning the features of a typewriter and the beginning procedures for touch typing so the inexperienced AZ striker can

master the typing basics. Once these basics are learned, practice is the only way to make you a proficient typist.

TYPEWRITER FAMILIARIZATION

The first step in beginning typewriting is to become familiar with the many different parts of a typewriter. As with all the other machines in use in the Navy, there are many different models and manufacturers of typewriters. This section describes the features of a typical electric typewriter. These features may appear in different locations on different models. Learning the function of these various features will assist you no matter what model of typewriter you use. Figure 2-1 shows a standard typewriter. Refer to this figure to become more familiar with your typewriter.

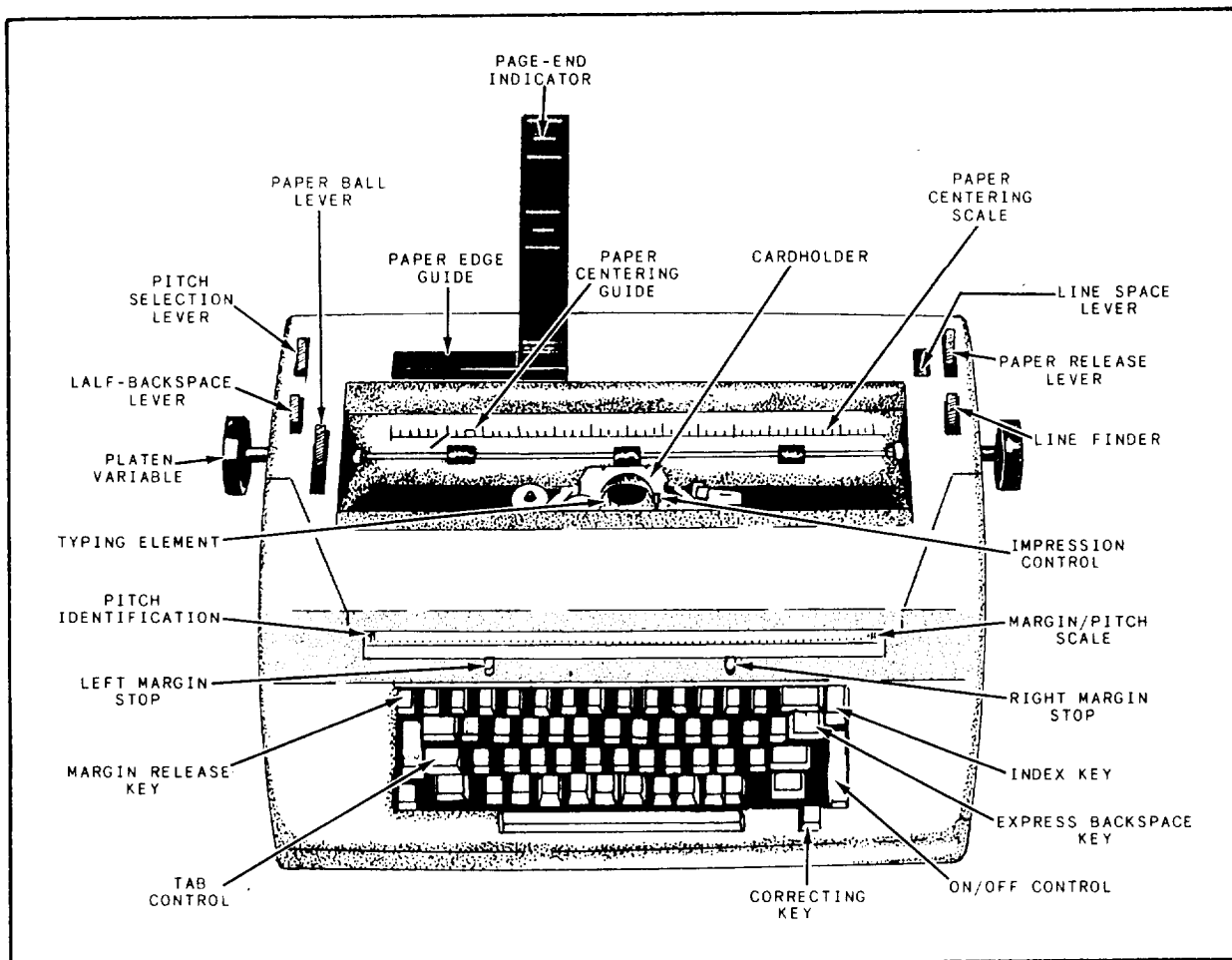


Figure 2-1.—Standard typewriter.

LEARNING THE KEYBOARD

The first step in typewriting is learning the keyboard. Figure 2-2 shows a typical typewriter keyboard. For illustration purposes, it has been divided into two sections. The left-hand section represents the keys controlled by your left hand, and the right-hand section represents the keys controlled by your right hand.

Home Keys

The shaded keys (fig. 2-2) are called the HOME keys. Your fingers stay on these keys when they are not depressing a key. After you depress any key other than the home key, the respective finger returns to its home key. The home keys for the left-hand section are A, S, D, and F; and the home keys for the right-hand section are the J, K, L, and ;.

Finger Placement

Figure 2-3 shows the fingers of the typist in relation to the keyboard. The following subparagraphs give the responsibility of each finger.

RIGHT INDEX FINGER. This finger (J) has the J key as its home key. It is used to depress the J key and the keys identified as %6, Y, U, H, N, M, and &7.

RIGHT FOREFINGER. This finger (K) has the K key as a home key. It is used to depress the I, K, *8, and , keys.

RIGHT RING FINGER. This finger (L) has the L key as a home key. It is used to depress the L, O, ., and (9 keys.

RIGHT LITTLE FINGER. This finger (;) controls many keys. It is used for depressing the p, :, ;, 0), +=, — —, 1/4 1/2, " ' and /?. It also controls the shift, return, express backspace (EXP, backspace, index, and correcting keys.

RIGHT THUMB. The right thumb is used for operating the space bar. This is its only function in touch typing.

LEFT INDEX FINGER. This finger (F) has the F key as its home key. It is used to depress the %5, \$4, T, G, B, V, F, and R keys.

LEFT FOREFINGER. This finger (D) has the D key as its home key. It is used to depress the D, E, C, and the #3 keys.

LEFT RING FINGER. This finger (A) has the A key as a home key, and is responsible for depressing the S, W, X, AND @2 keys.

LEFT LITTLE FINGER. This finger (A) has the A key as a home key and is responsible for depressing the Q, A, Z, 1, ! shift key, the shift lock, tab, tab set and release, and margin release keys.

LEFT THUMB. The left thumb is not used in touch typing.

BEGINNING TO TYPEWRITE

The keyboard and other typewriter features have been explained in preceding paragraphs of this section. At this point, you should be familiar enough with these features to start typing.

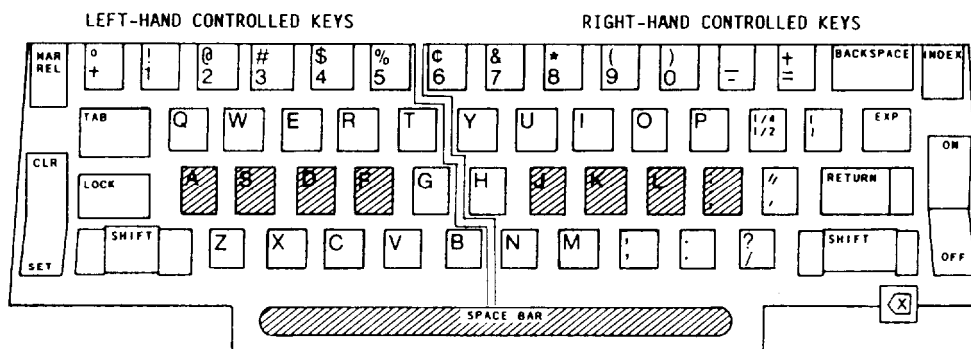


Figure 2-2.—Typewriter keyboard.

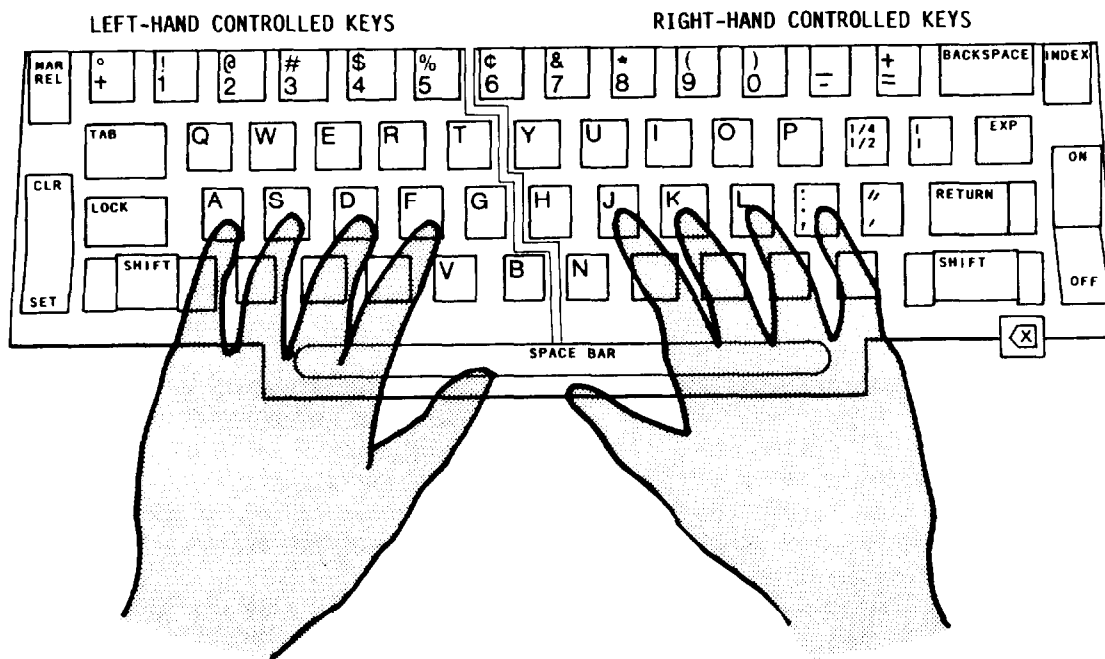


Figure 2-3.—Home keys.

Position

Before you begin to type, put the material to be typed at the right of the typewriter in a position where it is easy to read. You should be positioned about 10 to 12 inches from the keyboard, and slightly to the right of its center.

Put your hands on the home keys of the typewriter keyboard, as shown in figure 2-3. Rest your fingers lightly on the keyboard.

The Stroke

Hold the arms still, trying not to move the elbows. Strike the key with a sharp, firm stroke, releasing it quickly. As the key is released, snap the tip of the finger inward. The stroke should

be made quickly and surely, at the center of the key, with minimum motion of the arm and hand. At this point, you should try to strike some of the letters of the home keys, using the following procedures: type the letters *jffjj ff fs ikj*, and think the letter as it is being struck.

Control of Letters

Previously, the finger that you use for depressing each key for touch typing was discussed. That discussion will be referred to often while studying this section. Now, you should practice the different finger reaches for controlling these letters.

HOME KEY ROW. Figure 2-4 shows some practice lines for typing letters that are on the

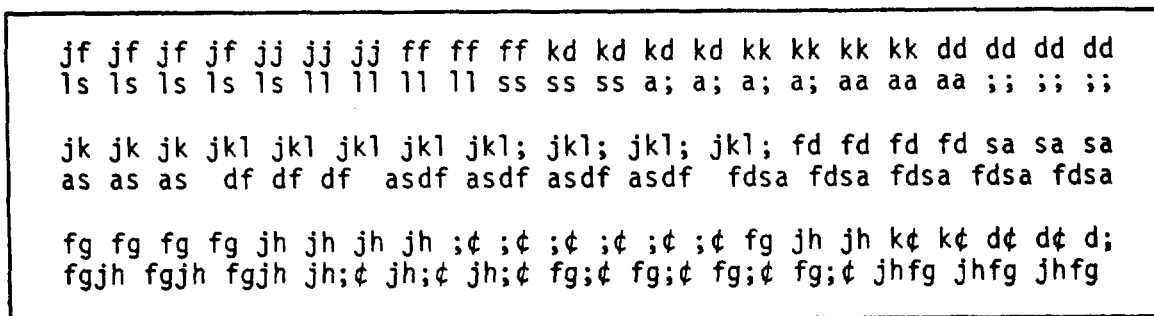


Figure 2-4.—Exercise for the home key row.

home key row. BE SURE TO USE THE CORRECT FINGER FOR DEPRESSING THE KEY. (No matter how slow or difficult, the beginning typist must, at this time, develop the habit of hitting the correct key with the correct finger. Speed and accuracy will come with practice.) Practice the lines shown in figure 2-4 until they become fairly routine, and then go on to the next step.

NOTE: Depress the space bar with the right thumb to get the space between letter groups.

The hardest keys to depress in this exercise are the h, g, and ¢ because you must move your finger from the home keys to these letters. The fingers should be curved and held barely touching the home keys. Then, the respective finger (right index finger for h, left index finger for g, and the left index finger for ¢ should be removed from the home key without any forward movement of the other fingers. The respective key should be struck, and the finger returned immediately to the home key.

This should be practiced by looking at the keyboard and thinking the letters for the first few times. Then it should be done not looking at the keyboard. When this exercise can be typed

properly for several times without looking at the keyboard, you are ready for the next step.

FIRST ROW ABOVE THE HOME KEYS.

Figure 2-5 shows some exercise lines for practicing the reaches for the keys in the row above the home keys. Before starting this exercise, you should go back to the earlier paragraphs in this section that discuss which fingers depress which keys. This information should be written down and followed until the reaches are routine and have been memorized.

The first five groups of letters in this exercise are strictly for getting used to reaching for the keys. They should be practiced and mastered before moving onto the last two lines. When you can type these first groups of lines without looking at the keyboard, you are ready to try the last two lines.

When typing the last two lines of the exercise, you should think the WORD instead of the letter.

BOTTOM KEY ROW. Again, you should refer to paragraphs that discuss which fingers depress which keys in this row. Also, they should be written down and memorized. Figure 2-6 shows some exercises for finger reaches in this row.

SHIFTING FOR UPPERCASE. The shift keys and the differences between uppercase and lowercase have been explained previously. The

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aq aq aq aq sw sw sw sw de de de de fr fr fr fr fr gt gt gt gt
jy jy jy jy jy ju ju ju ju ki ki ki ki lo lo lo lo ;p ;p ;p ;p

aqsw aqsw aqsw aqde aqde aqde aqfr aqfr aqfr aqgt aqgt aqgt aqgt
swaq swed swrf swtg deaq desw defr defr degt fraq fraq gtaq gtaq
frsw frsw gtsw gtsw frde frde gtde gtde frfr frfr frgt gtfr frgt

jhjh jyjy juju kiki lolo ;p;p ;pjh ;pjj ;pjj ;pju ;pki ;plo ;puu
lojh lojy loju loki lo;p lolo kikh kiky kiju kilo ki;p kiki kiki

jhaq jhsw jhde jhfr jhgt jyaq jysw jyde jyfr jygt juaq jusw jude
jufr jugt kiaq kisw kide kifr kigt loaq losw lode lofr loft logt
lofg ;paq ;psw ;pde ;pfr ;pfg ;pft ;pgt aqaq swsw dede frfr ftft
fgfg gtgt

fgjh fgjy fgju fgki fglo fg;p fg½ ftjh ftjy ftju ftki ftlo ft;p
ftft frjh frjy frju frki frlo fr;p frfr dejh deju deki delo
de;p dede swjh swjy swju swki swlo sw;p swsw aqjh aqjy aqju aqki
aqlo aq;p aqaq

was day the yes jot red pal gay kit lit got his jog fat rot ted
ride with toad pool fool fall quit they goal just look have cave

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Figure 2-5.—Exercises for finger reaches for the keyboard row immediately above the home key row.


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za zs zx zd zc zf zy zg zb zaq zsw zde zfr zgt
xa xs xd xe xf xg xc xy xb xaq xsw xde xfr xgt
caq csw cde cfr cgt cvf cdt cdw csq vaq vsw vde
vrf vft vgt baq bsw bde bfr bvg bgt

nhy nju nki nlo n;p mjh mjy mju mki mlo m;p
,jh ,jy ,ju ,ki ,lo ,;p .jh .jy .ju .ki .lo .;p
/jh /jy /ju /ki /lo /;p

zjh xjy cju vki blo nxs mcd mfr ,cf .vt /gt naq
nsw nde ndr nft ngt msx msw mcd mde mvf mvr mvt
,cd ,aq ,xsw ,cde ,vfr ,bgt ,bhy .azq /xsw nime

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Figure 2-6.—Exercises for finger reaches using the bottom keyboard row.

purpose of this section and the corresponding illustration is to show how the shift is used: Figure 2-7 shows some exercises that cause you to shift to the uppercase mode. This illustration also puts into use some of the reaches learned in the previous exercises. At this point, you should not be looking at the keyboard. Although speed will probably be slow at first and many typing errors will occur, it is extremely important that the correct fingers depress the correct keys. DO NOT LOOK AT THE KEYBOARD. DO NOT WORRY ABOUT SPEED; THAT WILL COME LATER.

The Now in line 1, It and YOU in line 2, and Remember line 3 all require shifting. Because the letter N is depressed with the right index

finger, the left-hand shift key must be depressed. This is always the case; that is, the shift key is depressed with the little finger of the hand NOT depressing the capital letter being typed. As mentioned in previous paragraphs, the shift keys are depressed by the little finger.

Three words (YOU, MUST, and PRACTICE) in this exercise are all uppercase. These words were put into the exercise to point out the shift lock key. This key is directly above the left-hand shift key, and its purpose is to lock the machine into the uppercase mode. This feature eliminates having to keep the shift key depressed with the little finger while typing a full word or sentence consisting of all capital letters.

Now you should be able to type without looking at the keyboard. It will be slow at first but YOU will gain speed with practice. Remember, depress the right key with the correct finger.

If you started practicing these exercises in November, you should be fairly proficient by January or February. However, you MUST PRACTICE every day to accomplish this.

Figure 2-7.—Exercise for shifting and alphabetical reaches.

TOP ROW. There is no special exercise in this section for the numbers and characters on the top row. However, at this point the respective finger reaches should be memorized. It should be noted that all the typing performance tests have numbers that make up at least 5 percent of the exercise. One of the exercises later in this section will have numbers in it.

Practicing for Speed

At this point, you should be able to progress through all the preceding exercises without looking at the keyboard and with very few typing errors. However, typing speed is probably still very slow.

Figure 2-8, view A, consists of one sentence repeated over and over. This sentence causes all the fingers to reach for keys. By typing it repeatedly, you should start to get speed and rhythm into your typing. The exercise consists of 556 strokes. This means that if you can type this whole exercise within 5 minutes and have NO ERRORS, you will have typed 22 words per minute.

Figure 2-8, view B, is a more difficult exercise and should not be attempted until the exercise in figure 2-8, view A, is mastered. The view B exercise consists of 630 strokes and contains longer words and several numbers. If you can type this whole exercise in 5 minutes without any errors, you will have typed slightly over 25 words per minute. Figure 2-8, view B, closely resembles the typing performance test that is administered for advancement.

THE TEST

The typing performance tests are given under conditions as close to working conditions as possible.

Copy Material

The test is made up of unfamiliar, untechnical material. It must contain 5 numbers for every 100 words.

The paper to be used is the standard size (8 1/2 x 11 inches), and the margin stops are to be set for 80 space lines. The test is to be double spaced between lines; therefore, the line space lever should be set at the double lines. Erasures or x-ing out characters are not permitted.

Grading the Test

Although the actual performance test is graded by someone from the local education services office, you (as an AZ striker) should know how to grade a test so that you can tell how well you are progressing in the typing exercises.

COUNTING THE STROKES. Each space and each character in a line is counted as 1 stroke. For example, the following sentence contains 17 strokes:

He is a good guy.

Although there are only 12 characters and one punctuation mark in this line, there are 4 spaces between words (which also count as strokes).

ERRORS. Only one error is charged per word. Therefore, when taking the performance test, if you know that you have made an error at the beginning of a word (especially a long word), you would be wise to depress the space bar once and start the next word because nothing you can do will correct the error for test purposes.

The following errors are considered one typing error for test purposes:

1. A character transposed.
2. A character omitted.
3. A character erroneously inserted.
4. A misspelled word.
5. A word incorrectly hyphenated.
6. A word omitted from a sentence.
7. An error in punctuation counts as an error in the preceding word.
8. An error in spacing counts as an error in the preceding word.
9. Crowding of letters in a word.
10. Piling of letters in a word.
11. Strikeover of a letter in a word.
12. Faulty shifting.
13. Improper indention.

The finished copy of the test paper must look just like the test. The only allowable difference is in the length of the lines.

FORMULA FOR GRADING THE TEST. To determine the number of words typed per minute, you should take the following steps:

1. Count the total number of strokes that have been typed.

(A)	STROKES	
	PER LINR	TOTAL
Now is the time for all good men to come to the aid of	54	
their country. Now is the time for all good men to come to	59	113
the aid of their country. Now is the time for all good men	59	172
to come to the aid of their country. Now is the time for all	61	233
good men to come to the aid of their country. Now is the time	62	295
for all good men to come to the aid of their country. Now is	61	356
the time for all good men to come to the aid of their country.	62	418
Now is the time for all good men to come to the aid of their	60	478
country. Now is the time for all good men to come to the aid	61	539
of their country.	17	556
(B)		
There are over 1,000,000 items used by the Navy today	53	
to support its five basic programs of personnel, ships, aircraft,	65	118
ordnance, and bases. Relatively small activities carry 40,000	62	180
items to support their customers and process demands exceeding	62	242
this in range. The fact that these items are available means	61	303
little unless they are positively identified in a media under-	62	365
standable from the procurer, through the various echelons to the	64	429
consumer.	9	438
The Defense Cataloging Standardization Act passed by Congress	61	499
in 1952, provided for a uniform system of identification, class-	64	563
ification, and stock numbering throughout the Department of	59	622
Defense.	8	630

Figure 2-8.—Practice tests: (A) simple; (B) difficult.

2. Count the total number of errors.
3. Multiply the number of errors by 50. (Fifty strokes are taken off for each error.)
4. Subtract the number of error strokes (number obtained from step No. 3) from the total number of strokes (number obtained in step No. 1).
5. Divide the number obtained in step No. 4 by 5. This answer gives the gross words because each word is considered to consist of 5 strokes.
6. Divide the gross words (number obtained in step No. 5) by 5 to obtain the number of words typed per minute. The gross words are divided by 5 because this is a 5-minute test.

The following is the equation for the above steps:

$$\frac{\text{Total number of strokes}}{5 \text{ (strokes per word)}} - (\text{errors} \times 50) = \text{Gross words}$$

$$\frac{\text{Gross words}}{5 \text{ (minutes of test)}} = \text{Words per minute.}$$

The following example shows how this formula works. Assume that you have just completed the exercise in figure 2-8, view B. Further, assume that you have completed the entire exercise within the 5-minute time period allowed. This gives a total of 630 strokes typed. When checking over what has been typed, you find 4 errors. Your words per minute are figured as follows:

$$\frac{630 - 200}{5} = \frac{430}{5} = 86$$

$$\frac{86}{5} = 17.2 \text{ words per minute.}$$

COMPUTER FAMILIARIZATION

Throughout the Navy, computers are being used more and more to simplify the storage and management of statistical data. The computer uses modern technology to simplify the handling of typed words and ideas. Computer power makes typing faster, easier, and more efficient.

The computer will help you do your day-to-day jobs quickly and easily. This system records your typing; therefore, you only need to re-enter changes and corrections. This is much better than using whiteout for a minor error or retyping an entire letter because you inadvertently left out a sentence or paragraph.

The computer is designed to look and respond like a typewriter. The things you will learn about your computer will grow out of what you already know about typing. You know how paper advances through a typewriter; the screen on the computer is your paper. The keyboard of the computer is very similar to that of a typewriter, with the addition of special keys to operate the various computer commands. Since many commands have purchased their own computer equipment, it is impossible to describe the different makes and models in this TRAMAN. Most manufacturers of computer equipment include a self-paced, easy to understand instruction booklet or manual on their particular

computer. Take time to read the instructions before attempting your first letter. In a short time, you will be able to successfully operate your computer and become familiar with the various word processing programs available to you.

CALCULATING MACHINES

The AZ also uses calculating machines in performing various tasks. They are especially useful when preparing certain reports and in logbook maintenance. There are many types of calculating machines used in aircraft maintenance activities; therefore, no standard instructions on their operation are presented here.

The manufacturer's manual for each machine explains what it can do and how to operate it. These manuals, with the help of experienced AZs in your activity, should help you to develop proficiency in operating these machines.

Some calculating machines furnish a printed record (usually on tape) of each item added. This printed record may be used to check possible errors in copying numbers. Tapes should be attached to reports when forwarded for signature. This provides a simple method of checking the accuracy of the report by the designated signer.

Rotary Calculator

Some of the standard calculators used in the Navy are the Marchant (SCM Corporation), the Friden (Singer), and the Monroe (Litton Industries). The same principles apply for operating all rotary calculators, but the keyboard arrangements and steps involved in operation vary slightly, depending on the manufacturer and the particular model. You will have to learn the details about your machine from an experienced operator and by studying the manufacturer's instruction booklet.

Electronic Solid-State Calculator

The electronic calculator is a miniature electronic computer. All major office machine manufacturers now have models on the market. Its operating keys are similar to those of rotary calculators. However, it has additional keys for mathematical signs and for the storage and recall of numbers. Your computations and answers are projected by a cathode ray onto a small, TV-like screen located at the top of the machine. This calculator has a number of advantages over rotary calculators; it is easier to operate, quicker, quieter,

and requires little maintenance. To learn how to operate an electronic calculator, you will need instruction from an experienced operator or company representative.

WARNING

To prevent electrical shock, never operate any calculator without ensuring that the machine is grounded. Have a qualified electrician check the grounding connections. Do not use a calculator during severe electrical storms, while standing or sitting with your feet on a wet deck, or with wet hands.

Care and Maintenance

All calculators are precision instruments and must be protected from bumps and jars that will upset the delicate balance of their mechanism. As with other office machines, dust and dirt are big enemies. Keep your calculator clean and covered when not in use. If the machine is not operating properly, immediately unplug it. Do not attempt to repair calculators yourself. All repairs and maintenance should be done by qualified technicians or company representatives. Because of its solid state, the electronic calculator requires little maintenance other than the replacement of the projector tube.

DUPLICATING MACHINES

There used to be three types of duplicating or reproduction machines used throughout the Navy. The AZ was expected to be familiar with and to operate each type. The three types of duplicating machines that used to be found in maintenance activities were the photocopier, the Mimeograph, and the Ditto. The Mimeograph and the Ditto machines have since become outdated and too expensive to operate. The photocopier is widely used within all naval activities. As an AZ, you will be expected to know how to operate a photocopier.

Photocopier machines provide the easiest means of reproducing copies of documents. To zerox (as it is commonly referred to) is the process of reproducing copies on a photocopier machine. This process is relatively expensive; therefore, when many copies are required, it may be advantageous to use another duplicating process, considering typing time required and other

factors. There are several models of photocopier machines available, but they are alike in most respects.

Manufacturer's instruction manuals or sheets furnish operator information on their particular models. You should be properly indoctrinated by qualified personnel before operating photocopier machines.

OFFICIAL CORRESPONDENCE

In this section of the TRAMAN, the correct handling and routing of official mail (classified and unclassified) is discussed. The correct procedure for marking classified mail and preparing it for mailing; along with security of correspondence in the files, is discussed later. For detailed information concerning the security of classified information (which is required of all petty officers), you should refer to the latest edition of *Department of the Navy Information and Personnel Security Program Regulation*, OPNAVINST 5510.1.

CLASSIFICATION AND SECURITY

Because AZs handle mail and publications, you will need to know about classified information. You will not handle classified information unless you have been authorized to do so by the commanding officer, and then only when there is a reason for you to do so. However, you should know the categories of classified matter and security rules.

Before handling of incoming and outgoing mail is discussed, several principles are described that affect all procedures concerned with documents of certain categories.

Transmission of Classified Matter

Top Secret matter is transmitted by personal contact of the persons concerned, by the Armed Forces Courier Service, or by electric means in encrypted form. This category is never transmitted by registered mail or handled by regular routing procedures.

Secret and Confidential matter may be transmitted by registered mail or by any of the means approved for Top Secret. The AZ will be concerned chiefly with its transmittal by registered mail.

Material designated as Confidential requires modified handling and may be sent by ordinary

U.S. mail, provided it does not pass out of U.S. control and does not enter a foreign postal service. It may also be transmitted electrically in unencrypted form over U.S. Government-owned or leased land lines.

Restricted data and formerly restricted data are transmitted according to the classification assigned.

Transmission of For Official Use Only Mail

Documents designated FOR OFFICIAL USE ONLY are transmitted in the same manner as unclassified mail. Material of this type may not have any special marking; although, if marking is desirable, it may be added by persons other than the originator to help protect it. Disclosure of information that may be appropriately limited to official use, even though such material is unmarked, is covered by *Navy Regulations*, Article 1252.

The main thing you should remember is that FOR OFFICIAL USE ONLY information should be disclosed only to persons who need to know it for their official duties. For you, it means that you will disclose it only when and as directed by persons above you in the chain of command. In other words, the fact that a person might be a senior petty officer or a commissioned officer would not entitle that person to require disclosure of information in the FOR OFFICIAL USE ONLY category if the individual were in a different organization. If there is doubt of another's right to see a document, it should be explained politely that under these circumstances the material is not allowed to be shown. If the individual persists in the request, tactfully refer him to someone senior in the chain of command.

Handling Incoming Mail

You may be assigned to handle incoming mail in your department. Therefore, you need to be familiar with departmental incoming mail-handling procedures.

The volume of mail received by naval activities makes it desirable to eliminate unnecessary operations whenever possible. However, it is important to ensure that adequate records of all important correspondence are maintained. Experience and judgment are required to determine which mail need not be controlled, which should be controlled, and how the necessary controls can be maintained most effectively.

The procedures that take place when official mail arrives at the maintenance office are always basically the same. Mail is sorted and opened, routed, and controlled (when appropriate).

Upon receipt, mail is given an initial sorting that separates mail to be routed without opening from mail that is opened before being routed. Mail not to be opened is sorted into the compartments of a sorting box for direct delivery to the proper division. Personal mail and certain types of official mail are sorted in this fashion. Personal mail requiring directory service is set aside for further attention. Mail to be opened goes into a large compartment or is merely placed to one side and dealt with later.

The use of sorting compartments makes it faster and easier to mark mail than if you marked an office code on each letter. When all the mail for any one office is sorted, one marking or folder will do for all the mail.

Personally addressed mail falls into two categories—purely personal mail and personally addressed official mail. You should discourage the reception of personally addressed mail at the office, because it interferes with handling of official mail. Personally addressed official correspondence is harder to route and control; therefore, it is not encouraged. However, a certain amount of such mail is received and delivered unopened.

Official mail is routed without opening whenever possible. If information on the envelope does not clearly indicate the organizational subdivision, official mail is opened so it can be routed.

After opening, the mail is again sorted. At this time, routine mail (that which presents no special problem) is separated from nonroutine mail. The sorter does not read further than the address line, or at most the subject line, so only readily identifiable items are handled as routine. This represents the bulk of the mail.

Mail requiring priority handling is delivered promptly. Routine mail that can go directly to the action office without other routing and control is also delivered right away.

Mail that remains for the third sorting includes mail for which the action addressee is not readily determined and mail that is likely to require control. The main purpose for the third sorting is to separate mail requiring controls.

Mail that does not require controlling is routed without the use of a route slip or mail control form. The office code and file symbol are placed on the letter itself. When routing mail that goes

successively to several offices, a stamp may be used with check boxes for several addressees.

Mail control is defined in the Navy as any procedure used to make a record of the receipt, location, or dispatch of mail. This definition includes logging or preparing other records to indicate receipt, providing signature for classified and registered mail if required, following up to ensure action, providing information on location of the item, microfilming, and other methods.

Since controls require additional work and ensuing delays, they should be used only for selected types of important mail. Yet, the fact that they are definitely needed for certain types of mail is emphasized.

PREPARATION OF CORRESPONDENCE

As an AZ, you must be able to type an official letter correctly and neatly. Every division of the maintenance department in which you serve is likely to draft at least an occasional letter for the department head's signature. In many offices, correspondence may make up an important portion of your daily work.

Official correspondence in the Navy includes all recorded communications sent or received by a person in the Navy in execution of the duties of office. Besides letters, correspondence includes such things as messages transmitted by electrical means. It also includes endorsements attached to letters or memorandums.

Within the Navy, official correspondence is usually prepared in naval form. This format is also used when writing to certain other agencies of the United States Government, especially those within the Department of Defense or the Coast Guard. Some civilian firms that deal extensively with the Navy have also adopted the naval form.

Many official letters addressed to persons outside the Navy are written in business form, including many dealing with matters relating to individuals and those written to civilian firms or to government officials or agencies that have not adopted the naval form.

Standard Letter Format

The format of the standard letter has been precisely defined and should be followed to the last detail of spacing and punctuation. You should refer to the latest edition of *The Navy Correspondence Manual*, SECNAVINST 5216.5, if any problems arise when you type a letter. This

instruction provides detailed direction as well as examples showing how to prepare all forms of Navy correspondence.

The format of an unclassified standard letter is shown in figure 2-9. As you read the following sections, refer to figure 2-9.

STATIONARY.— Letterhead stationery is usually used for the first page of a standard letter. If a printed letterhead is not available, the letterhead is typed or stamped in the center of the first page, four lines from the top. Second and subsequent pages are typed on plain bond paper similar to the letterhead in size, color, and quality. For carbon copies, white and colored manifold paper (tissues) is used. The official file copy is prepared on yellow tissue or photocopy.

COPIES.— Before typing a letter, you should be sure how many copies are needed. Requirements for copies of naval letters are determined by such factors as subject or the local filing practices. Although the necessary number of copies must be determined separately for each letter, the following information may help you.

Number	Color	Purpose
1	Yellow tissue	For official files
1	White tissue	For each "Via" addressee
1	White tissue	For each "copy to" addressee


The number of copies should be kept to minimum requirements.

MARGINS.— On the first page of all naval letters, the left and right margins are 1 inch, and the bottom margin is at least 1 inch. On second and succeeding pages, the margin at the top of the page is 1 inch, and the other margins are the same as on the first page. On letterhead paper, you should start typing more than 1 inch from the top if the letterhead is printed and less than 1 inch if it is typed. Typing may end more than 1 inch from the bottom of the page that has the signature.

GENERAL STYLE.— Neither a salutation nor a complimentary closing appears on a standard letter. Major paragraphs are typed in block style; that is, without indenting. Periods do not follow the parts of the heading or the close.

When a "Refer to" line is printed on the stationary, it governs the location of the identification symbols. The standard subject identification code (SSIC) is a numeric code used for grouping all correspondence and directives. SSICs are discussed later in this chapter. The latest edition of SECNAVINST 5210.11 contains the SSICs. If the drafter of the letter has omitted this information from the rough draft of the letter, you will have to look up the SSIC in the SECNAVINST 5210.11. The originators code may be the office symbol of the drafter, the hull number of the ship, or other unique code dictated by local policy. The originators code **MUST** be used; however, it may or may not be used with a serial number. All classified correspondence is serialized. Unclassified correspondence may or may not be serialized.

SENDER'S SYMBOLS.— Three types of symbols are to be used on correspondence for reference and record purposes. They are the (1) standard subject identification code (SSIC), (2) originators code by itself or in a serial number, and (3) the date. These symbols are typed in the upper right corner, blocked one below the other.



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DEPARTMENT OF THE NAVY
*Name of Activity
*Address

1
2

SSIC
Code/*Serial
*Date

1
2 From: Title of activity head, name of activity, location when needed

To: Title of activity head, name of activity, location when needed (Code)

Via: (1) Title of activity head, name of activity, location when needed (not numbered if only one)
(2) Pattern of (1) repeated for next endorser

1
2 Subj: NORMAL WORD ORDER, ALL LETTERS CAPITALIZED

2 Ref: (a) Earlier communication that bears directly on subject at hand

1
2 Encl: (1) Material enclosed with letter identified in same way as reference, single enclosure numbered
(2) Notation added for material sent separately (see cover)

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2 1. This example shows all the elements that might appear on the original of a one-page standard letter.

2. If you omit the date when you type the letter, start the from block on the fourth line below the code/serial to allow for an oversized date stamp.

3. Other full-page examples in this chapter and later ones show the spacing to follow for correspondence that variously omits via, reference, and enclosure blocks.

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*NAME OF SIGNER
*By direction

1
2 Copy to:
Short title of information addressee (see SNDI)
Short title of second information addressee

ITALICS: OPTIONAL ITEMS

ASTERISKS: ITEMS YOU MAY STAMP

UNDERLINED NUMBERS: TYPEWRITER LINES

Figure 2-9.—Standard letter.

The date is typed in day-month-year order; for example, 1 June 85. A complete set of senders symbols might look like this:

2 FEB 86

Correspondence is dated with the date on which it is signed. The date may be typed or stamped, according to local practice.

SECRET, or CONFIDENTIAL, is typed in capital letters at the left margin two lines below the date in the sender's symbols.

In addition to the typed classification, the classification is stamped in the center of the top and bottom margins. When practicable, the stamped lettering is in red. For further instructions regarding preparation of classified correspondence, refer to the latest edition of the *Department of the Navy Information and Personnel Security Program Regulation*, OPNAVINST 5510.1.

When the term *Top Secret*, *Secret*, or *Confidential* is used in the body of correspondence to denote a classification category, only the initial letter is capitalized. The format of a classified letter is shown in figure 2-10.

SECRET

DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
WASHINGTON, DC 20350

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2-17

“FROM” LINE.— The “From” line is typed two lines below the date or at the left margin classification. Two spaces are allowed between the colon after “From” and the beginning of the addressor’s title. The “From” line identifies by title the official in authority (usually the commanding officer or the officer-in-charge) over the activity or other organizational unit having cognizance of the subject covered by the letter. If a reply to the letter is necessary, it will be directed to the addressor.

If a window envelope is to be used for transmitting a letter, the position of heading entries on the letter are adjusted to meet the spacing requirements of the envelope.

“TO” LINE.— The “To” line is placed on the line below the “From” line. There are four spaces from the colon after “To” to the beginning of the title of the addressee. When the functional title does not clearly distinguish the addressee, sufficient information is given as to the intended activity to assure that the letter is correctly delivered. Except in the case of correspondence intended for a ship, the title of the addressee may be followed by the title or the code designation (in parentheses) of the office having immediate responsibility for the subject matter.

“VIA” LINE.— The “via” line, if any, is placed on the line below the “To” line. If there is more than one “Via” addressee, each is numbered with an Arabic numeral enclosed in parentheses. The numerals indicate the sequence through which the correspondence is to be sent. There are three spaces from the colon after “Via” to the beginning of the title of the addressee, if there is only one; or to the beginning of the numbering of the first addressee, if there is more than one.

A letter containing two or more “Via” addressees is not suited to transmission in a window envelope.

“SUBJECT” LINE.— The abbreviation “Subj” is used to introduce a topical statement of the subject of the correspondence. The “Subj” line is two lines below the preceding line of type (five lines for window envelope). There are two spaces from the colon after “Subj” to the beginning of the subject.

Use normal work order. All letters after the colon are capitalized. A letter of reply usually repeats the subject of the incoming letter.

On continuation pages, repeat the subject from the first page on the sixth line from the top, at the left margin, of all second and later pages.

“REFERENCE” LINE.— The abbreviation “Ref,” without an *s*, even though there is more than one reference, is used as the caption when previously prepared material is cited. The “Ref” line is two lines below the last line of the subject, with each reference citation beginning on a new line. Three spaces intervene between the colon after “Ref” and the beginning of the first reference.

References are listed in the order in which they are discussed in the text of the communication. They are designated by small letters enclosed in parentheses: (a), (b), (c), etc. An enclosure is never listed as a reference.

When a letter is cited, the reference line includes the abbreviated functional title of the originator of the referenced letter; the location of the activity, if this information is not indicated by the functional title; the abbreviation “ltr”; all identification symbols assigned to the referenced letter; the date, preceded by the preposition *of* and the functional title of the addressee of the referenced letter if the letter was not addressed to the originator of the communication being prepared. The functional title is preceded by the preposition *to*. If no identification symbols appear on the letter, the subject is given instead. Introduced by the abbreviation “Subj” followed by a colon, it is added at the end of the reference.

When documents other than letters are listed as references, they are fully identified as to origin, title, and date.

“ENCLOSURE” LINE.— The abbreviation “Encl,” without an *s*, even though there is more than one enclosure, is used to introduce a listing of material forwarded with the letter. The “Encl” line is two lines below the preceding line of typing, with each enclosure notation beginning on a new line. Two spaces follow the colon after “Encl.” Enclosures are numbered with arabic numerals in parentheses. They are identified in the same manner as references are in the “Ref” line. When material must go under separate cover, the designation (sep cover) is placed after the description of the enclosure.

Each enclosure that accompanies the letter is identified by typing, stamping, or writing in the lower right corner the word *Encl* plus the number assigned to it in parentheses; for example, Encl (1). An enclosure to be sent under separate cover

is identified by placing in the lower right corner the word *Encl* and the number assigned to it, the abbreviated functional title of the addressor, the abbreviated word "ltr," and the date of the letter. If a carbon copy of the original letter is attached to an enclosure that goes under separate cover, only the word *Encl* and the assigned number need be indicated on the transmittal.

Ordinarily, a transmittal of multiple copies of the same material is considered a single enclosure, and only one copy is labeled. The number of copies should be indicated on the "Encl" line.

TEXT.— The text (or body) of the letter begins two lines below the preceding line of typing.

When drafting a letter, you should refer to the latest edition of *The Navy Correspondence Manual*, SECNAVINST 5216.5, for detailed information on how the body of the letter should be organized.

PARAGRAPHING.— Major paragraphs are numbered flush at the left margin with Arabic numerals followed by a period. Two spaces are allowed between the period and the beginning of the first word. The text of the letter is single spaced, with double spacing between paragraphs and subparagraphs.

Subparagraphs are indented four spaces from the left margin and are lettered with small letters, followed by a period. The second and succeeding lines extend between the left and right margins.

Each further degree of subdivision is indented correspondingly. Sub-subparagraphs are marked by numerals in parentheses; the next degree by small letters in parentheses. If subparagraphs are needed, use at least two.

Paragraphs should not begin at the end of the page unless there is space for at least two lines of the text on the first page and at least two lines are carried over to the next page.

SIGNATURE.— The typed or stamped signature, in block style, begins at the center of the page. It is placed four lines below the last line of the text. Last names are always typed in capitals wherever they appear in official correspondence. Neither the rank nor, as a rule, the functional title of the signing official is shown in the signature.

A functional title is added, however, for a chief of staff, or a similar official authorized to sign correspondence without use of the term *By direction*, and also for an executive officer or similar official authorized to sign orders affecting

pay and allowances. (NOTE: The term *By direction* means *signed by direction of the commanding officer*, and it is only used when the person signing is authorized in writing to do so.)

"COPY TO" LINE.— The "Copy to" line is placed at the left margin, two lines below the last line of the signature information. *Copy to* is not abbreviated. Officials receiving copies are listed, with titles abbreviated, below the words *copy to*, even with the left margin. In naval correspondence, the "Copy to" addressees may be indicated on the original as well as on all carbons. If copies of any of the enclosures listed in the heading are sent to "Copy to" addressees, the words *with encl* and the enclosure numbers assigned in the heading are added in parentheses after the title of each recipient.

PAGING.— The first page of a letter is not numbered unless classified TOP SECRET. Each page of a TOP SECRET letter is numbered as follows:

Page ____ of ____ pages

On all other correspondence, second and succeeding pages are numbered consecutively with Arabic numerals beginning with 2, centered one-half inch from the bottom of the page. The numerals are typed without parentheses, dashes, or periods.

The signature page of a letter exceeding one page in length should contain a minimum of two lines of the text.

Repeat the subject shown on the first page on the sixth line from the top of the second and succeeding pages.

ASSEMBLING A LETTER.— The correspondence file that accompanies the letter to be signed is arranged according to the instructions of the signing official. The arrangement outlined below is merely a guide, which may be varied to conform to local practices.

1. Briefing sheet as prescribed locally
2. Outgoing letter, arranged in normal order
3. Courtesy copy, if required
4. Enclosures, if any, arranged in the order listed in the letter
5. Copies for "Via" addressees with enclosures
6. Envelopes, if required

7. Copies, and envelopes as appropriate, for "Copy to" addressees
8. File copies, with yellow tissue on top, protruding three-fourths inch to one side for initialing or other indication of approval
9. Incoming letter and previous correspondence, if any

Endorsements

An endorsement is a brief form of naval letter used to approve, disapprove, forward, or comment on the contents of a letter that is transmitted through one or more addressees before it reaches its destination. The contents of a prior endorsement may also be the subject of comment. An endorsement should not be used to reply to the basic communication. Endorsements may be added by one or more of the activities through which an original letter is channeled before reaching its final destination.

When there is adequate space remaining on the page, the first and subsequent endorsements may be placed on the same page containing the basic letter or prior endorsement. Plain bond paper is used for the original of an endorsement, and manifold paper is used for carbon copies.

When an endorsement is typed below the preceding basic letter or endorsement, a dashline is placed two lines below the last line in the preceding communication. Same page endorsements may omit the SSIC, subject, and the basic letter's identification as long as the entire page will be photocopied. If carbon copies are made, all three elements are required. Continue the page numbering sequence from the basic correspondence.

Multiple Address Letter

A multiple address letter is a standard letter addressed to two or more activities individually identified in the address or addressed as a group. A multiple address letter may be typed using carbon paper if the number of addressees is small enough that one typing will provide sufficient copies. Otherwise, another type of duplicating process is used.

The format of the multiple address letter is basically the same as the naval letter; the exceptions are described in the following paragraph.

The title of the first addressee is typed on the "To" line, with titles of other addressees listed on succeeding lines, each title flush with the first. For more than four addressees, a descriptive or collective title may be used instead of the list of titles, or, if this is not possible, the term *Distribution List* is used and the addressees listed individually on the established distribution list are stated at the end of the letter. If an established distribution list is used, the entry after "To" may be "Distribution List Number _____," without further identification of addressees.

Joint Letter

A joint letter is a naval letter signed by officials of two or more activities. It deals with a subject or administrative problem common to those activities. A joint letter is prepared in much the same format as a naval letter and a multiple address letter.

Speedletter

A speedletter is a quick, informal means of communication combining the brevity of messages with the economy of transmission by mail. It can be prepared and released more quickly than the naval letter. Another important purpose of the speedletter form is to call attention to the communication so the recipient will handle it as promptly as possible. Speedletters are used for urgent, unclassified communications that do not require electrical transmission.

The speedletter format is shown in figure 2-11. The top three copies (blue, white, and white) are for outgoing copies. The remaining pink, green, and yellow copies are for internal use.

In addition to the copies required for information addressees, files, etc., one carbon copy may be provided to the addressee with the original to permit a reply on the speedletter, if space allows. This permits the recipient to retain the original for filing and return a copy with the reply.

Speedletters are prepared in much the same manner as naval letters. As you can see in figure 2-11, boxes are labeled on the form to indicate their use and for indicating the identification symbol, phone number, date, addressee, copy to, and sender's address.

Information normally appearing on the "From" line, expanded to include the complete address, is typed in the space provided at the bottom of the form. The subject, reference, and

NAVAL SPEEDLETTER

1. IN REPLY REFER TO 5216 Ser N31/397	2. PHONE NUMBER (Optional) AV 922-3511	3. DATE 11 Feb 83	INSTRUCTIONS <ul style="list-style-type: none"> • Use for urgent <u>unclassified</u> matters only. • Message abbreviations may be used. • Keep addresses to four lines and within the dots. Include attention codes whenever known. • Give priority to routing and action. Avoid time-consuming controls. • Use a number 10 window envelope for mailing.
4. TO • Commander, Atlantic Division (Code 09A31) Naval Facilities Engineering Com. Norfolk, VA 23511 •			

5. REFERENCES AND ENCLOSURES, IF ANY; TEXT AND SIGNATURE

(Fold)

Subj: HOW TO PREPARE A SPEEDLETTER

Ref: (a) SECNAVINST 5216.5C

1. The subject, reference, and enclosure blocks follow the pattern of the standard letter as required by reference (a).
2. Margins may be less than 1 inch.
3. Short speedletters may be penned.
4. If a response is expected, you may include a white copy with the blue original. The addressee may reply on the white copy and keep the blue one.

C. L. PALMER
By direction

(Fold)

6. COPY TO

CHESNAVFACENGCOM

7. FROM

• Chief of Naval Education
and Training
Naval Air Station
Pensacola, FL 32508
•

← When replying on this form,
show this address in a number
10 window envelope.

OPNAV 5216/145 (Rev. 12-82) S/N 0107-LF-052-1626

Figure 2-11.-Naval speedletter.

enclosure blocks follow the pattern of the standard letter. Margins may be less than 1 inch. Short speedletters maybe penned. The text begins two lines below the reference line.

Paragraphs and subparagraphs are single spaced, with two lines between each division. When enclosures are sent with a speedletter, the enclosure line is prepared and positioned in the same manner as it is in the naval letter. The enclosures are numbered (1), (2), (3), etc., and described. Enclosures sent under separate cover are designated by (sep cover) typed between the number and the description.

Continuation pages are typed on plain bond paper following standard letter format for margins, page numbers, etc.

Naval Message

A message is an official communication in brief form transmitted by electrical means through Navy telecommunication centers. A message is used for urgent communication where speed is of primary importance. Messages should not be used when the necessary information can reach its destination in time for proper action by letter or speedletter.

Naval messages are prepared on Department of Defense MESSAGEFORM 173 (DD 173). Messages must be typed on DD 173s using an OCR font with the character set for 10 pitch on the typewriter. Figure 2-12 shows the format of a naval message prepared on the DD 173 during a period of minimize.

Naval messages are prepared in accordance with the *Naval Telecommunications Users Manual (NTP-3)*. The NTP-3 provides specific guidance on the preparation and transmission of naval messages. Changes to message preparation procedures occur frequently. You should use the latest revision to the NTP-3. If in doubt, check with your local communications office.

The text of a message also contains an SSIC. The SSIC consists of an appropriate five-number group, preceded by the letter N, taken from the latest edition of SECNAVINST 5210.11. The letter N means that the numeric group was taken from the Navy list. If the SSIC you are using only has four digits, precede the SSIC with a zero.

The SSIC appears only in the message text, and should be placed on the same line and immediately following the security classification and any special handling instructions included; for example, LIMDIS, NOFORN, etc. The SSIC begins and ends with a double slant sign; for example, UNCLAS //N02300//.

Abbreviations within the texts of messages should be limited to those meanings that are self-evident, unequivocal, or which are recognizable. In doubtful cases, clarity always takes precedence over brevity. Messages that are directives have additional identifications at the head of the text, which consists of the authorized abbreviation of the originating authority followed by the designation "INST" for an instruction or "NOTE" for a notice and the appropriate classification number.

Punctuation used in naval messages is limited to the following symbols:

Hyphen (-)

Dash (—)

Question mark (?)

Colon (:))

Dollar sign (\$)

Apostrophe (')

Ampersand (&)

Parentheses (open and close)

Period (.)

Comma (,)

Semicolon (;)

Virgule (/)

Quotation mark (")

The following symbols, generally available on standard office typewriters, are not available on the Navy's teletypewriter keyboards and should not be used.

Number sign (#)

At sign (@)

Percent (%)

Fractions (1/4, 1/2)

Asterisk (*)

Underscore (_)

Cent sign (¢)

JOINT MESSAGEFORM								SECURITY CLASSIFICATION UNCLASSIFIED			
PAGE	DTG/RELEASER TIME			PRECEDENCE		CLASS	SPECAT	LMF	CIC	ORIG/MSG IDENT	
	DATE TIME	MONTH	YR	ACT	INFO						
01 of 01	201240Z	APR	83	RR		UUUU				1401240	
BOOK	MESSAGE HANDLING INSTRUCTIONS										
<p>FROM: COMNAVTELCOM WASHINGTON DC</p> <p>TO: CINCLANTFLT NORFOLK VA</p> <p>UNCLAS //NO2319//</p> <p>SUBJ: EXPLANATION OF MINIMIZE</p> <p>A. NTP-3 PARA 01.01.0400</p> <p>B. ACP-121 U.S. SUPP-1</p> <p>1. WHEN AN ACTUAL OR SIMULATED EMERGENCY ARISES, IT IS NECESSARY TO REDUCE THE VOLUME OF MESSAGES TRANSMITTED OVER TELECOMMUNICATIONS CIRCUITS TO ENSURE THAT ESSENTIAL TRAFFIC IS PROCESSED RAPIDLY TO AVOID IMPACT ON MISSION ACCOMPLISHMENT OR SAFETY OF LIFE.</p> <p>2. MESSAGE DRAFTERS AND RELEASERS REFER TO REFERENCE (B) GUIDANCE FOR IMPLEMENTATION OF MINIMIZE PROCEDURES.</p> <p>3. THE WORDS "MINIMIZE CONSIDERED" MUST BE TYPED IN THE SPECIAL INSTRUCTIONS BLOCK.</p> <p>4. THE WORDS "MINIMIZE CONSIDERED" WILL NOT BE TRANSMITTED.</p>											
DISTR.											
DRAFTER TYPED NAME TITLE OFFICE SYMBOL PHONE W.K. DOOR, LCDR, 322, 20547						SPECIAL INSTRUCTIONS MINIMIZE CONSIDERED					
S-20-83											
RELEASER	TYPED NAME TITLE OFFICE SYMBOL AND PHONE J.A. SEE, CAPT, 32, 20548					SECURITY CLASSIFICATION UNCLASSIFIED		DATE TIME GROUP 201240Z APR 83			
	SIGNATURE										

Figure 2-12.—Joint Messageform (DD Form 173).

Messages are prepared in a standard format, which helps to achieve a number of desirable goals. These desirable goals include, but are not limited to, the following:

- Decrease message preparation time
- Decrease recipient comprehension time
- Facilitate distribution
- Allow maximum use of transmission equipment
- Improve message readability
- Accelerate message handling

In the interest of standardization, each Navy originated message, with few exceptions, is drafted with the classification, special category markings, and special handling security markings in the following sequence: (NOTE: Where all these elements listed do not appear in a message, the order of appearance is adjusted accordingly.)

1. Classification or the abbreviation UNCLAS. (An entry is required on all messages.)
2. Special category markings (EXCLUSIVE, COSMIC, etc.).
3. Special handling security markings (codes such as NOFORN, RESDAT, etc.).
4. Exercise identification (EXERCISE HIGH JUMP, EXERCISE SPRINGBOARD, etc.) and SSIC.
5. Code word, code name, or nickname of special projects or operations.
6. Flag word (EXPRESS, REDLINE, etc.).
7. Passing instructions and other indications of message distribution.
8. Subject line, concise and untitled.
9. References, identified by letter(s).
10. Text.

The subject of a message is not identified by letters or numbers; however, references are identified by letters. Each paragraph in the text of a message is usually numbered. Subparagraphs are indented and lettered or numbered as appropriate. In a one-paragraph message, the paragraph need not be numbered. A naval message contains no signature line. If a message is classified, proper downgrading or declassification markings should be included. The number of copies of unclassified messages required is

dependent on the needs of the originating office and the needs of the communications office handling the message; however, only one copy of a classified message should be prepared.

The text of a message is typed using uppercase letters with a maximum of 69 characters to each line and 20 lines to each page. The lines should be typed as close to 69 spaces as possible. This is an item of importance, especially when a message is sent in a format containing columns. A standard typewriter has more than 69 spaces, whereas a communications typewriter has ONLY 69 spaces. A message draft would have to be altered by communications personnel where more than 69 spaces have been used on a single line.

Naval messages are identified by the originator and a date-time group (DTG) number. A date-time group number is assigned by the communications office at the time of release of the message. This number consists of six digits; for example, 162120Z. The first two digits represent the day of the month, and the last four digits represent the time of the day.

So that a standard time maybe kept through the service, Greenwich mean time is used to indicate the time or origin of most naval messages. This eliminates any doubt as to which time the originator is using. Greenwich mean time is designated by the letter Z.

Miscellaneous Correspondence

Other correspondence that you may be required to type includes business letters, memorandums, and directives. The latest edition of the *Navy Correspondence Manual*, SECNAV-INST 5216.5, prescribes policies, outlines procedures, and furnishes detailed information for the preparation of these types of correspondence. You should refer to SECNAVINST 5216.5 before you start a correspondence preparation task. It provides information on the correct preparation of envelopes for mailing correspondence; special mailing instructions; and forms of addresses, salutations, and complimentary closings used in the preparation of correspondence.

DIRECTIVES ISSUANCE SYSTEM

The directives issuance system provides a uniform method of issuing directives by all activities in the Navy. As set forth in the latest edition of *Department of the Navy Directives*

Issuance System, SECNAVINST 5215.1, the directive issuance system contains two parts:

Part I. *Definitions, Criteria, and Responsibilities*

Part II. *Preparation and Maintenance of Directives*

The directives issuance system is used in conjunction with the latest edition of *Department of the Navy File Maintenance Procedures and Standard Subject Identification Codes (SSIC)*, SECNAVINST 5210.11, which is also used for filing, identification of forms, and other duties that require the organization of a large volume of material.

SCOPE

In the directives issuance system, a directive is defined as a written communication that prescribes or establishes policy, organization, conduct, methods, or procedures; requires action or sets forth information essential to the effective administration or operation of activities concerned; or contains authority or information that must be formally issued. In general, a directive is issued when it does one or more of the following:

- Regulates or is essential to effective administration
- Establishes policy
- Delegates authority or assigns responsibility
- Establishes an organizational structure
- Assigns a mission, function, or task
- Initiates or governs a course of action or conduct
- Establishes a procedure, technique, standard, guide, or method of performing a duty, function, or operation
- Establishes a reporting requirement
- Changes, supersedes, or cancels another directive

At times, directives are issued that do not fall within the scope of these criteria. They are issued in the directives issuance system to obtain quick and controlled dissemination. Normally, directives of this nature are issued as notices, and they include the following:

- Requests for comments, approval, or information
- Directions for routinely carrying out established operations, such as matters pertaining to individual personnel actions or special shipments of materials
- Informative announcements, such as education or promotion opportunities, recreational activities, work improvement plans, suggestions for morale building, or changes in office locations or telephone extensions

Most directives having more than six addressees are issued in the format of the directives issuance system. Directives classified Top Secret, Navy regulations, registered publications, and general orders are exceptions to this.

All Navy activities are responsible for complying with the instructions contained in the directives issuance system. They may submit recommendations for improving the system to the Chief of Naval Operations through the chain of command.

The Navy-wide use of the directive issuance system is very advantageous to both those activities that receive directives and those activities that issue directives. It enables each naval activity that receives directives to accomplish the following:

- Group directives by subject and combine related subjects.
- Have an easy method for filing directives and describing them as references.
- Distinguish between directives of a continuing nature and those of brief duration.
- Obtain complete sets of instructions upon activation or commissioning.
- Determine, by the use of periodic checklists, the current status and completeness of its set of directives.
- Determine, by the use of subject indexes, what directives are in effect on a subject.

In a similar manner, use of the Navy Directives System enables activities that issue directives to accomplish the following:

- Reduce the number of directives in effect by consolidating instructions that cover the same subject, by eliminating instructions that duplicate, overlap, or conflict, and by promptly canceling obsolete directives.

- Improve the adequacy and coverage of instructions and identify gaps in policy and procedures so that directives can be issued to cover necessary subjects.

- Eliminate duplication.

- Ensure that activities are sent only those directives that they need.

TYPES OF DIRECTIVES

The types of directives used in the directives issuance system are instructions and notices.

Instructions are directives that contain information of a continuing nature or require continuing action. An instruction has continuing reference value and is effective until the originator cancels or supersedes it.

Notices are directives of a one-time nature, or directives that contain information or action applicable for a brief period only (usually 6 months or less, but in no case more than 1 year). A notice has the same force and effect as an instruction, but does not have permanent reference value. Therefore, it contains provisions for its own cancellation by a cancellation paragraph. The cancellation date is always stated. When the exact length of time a notice is to remain in effect cannot be determined at the time of issuance, the specific date for record purposes is set far enough in the future to allow all necessary use of the notice.

The AZ uses many different instructions and notices in the performance of daily tasks. They are issued by the various systems commands, bureaus, type commands, ships, stations, and operating activities. Many of the directives used in aircraft maintenance activities are issued by Headquarters, Naval Air Systems Command, and are known as NAVAIR instructions and notices.

NOTE: Each issuing activity provides a catalog of issued directives. Each activity will issue a NOTICE 5215 that lists its current directives. The consolidated index, NAVPUBNOTE 5215, contains a list of major commands' directives; for example, OPNAV, SECNAV, BUMED, etc.

Preparation

The format of a directive follows, as closely as practicable, that of a naval letter; therefore, the discussion presented here is brief.

The first page of a directive is typed on the letterhead of the originator. The preferred minimum margins on the top, bottom, right, and left of the page are 1 inch. The sequence of paragraphs in directives is at the discretion of the originating office, with the following exceptions:

- The purpose of each directive is stated in the first paragraph.

- The second paragraph of a directive that cancels another directive contains the statement of cancellation. In a notice issued to cancel another directive, the statement of such cancellation may be made in the purpose paragraph.

- If applicable, the last paragraph of each instruction or the next to last paragraph of each notice indicates any reports required. This paragraph also lists forms prescribed for use and states where the required forms may be obtained.

- The last paragraph of each notice states when or under what conditions the notice is to be canceled. In all cases, a specific cancellation date is provided for record purposes.

Identifying and Numbering Directives

Each originating office identifies its directives by (1) the originator's abbreviation, (2) the type of directive, (3) the subject classification number, and (4) a consecutive number preceded by a decimal point (for instructions only). For example:

(1)	(2)	(3)	(4)
SECNAV	INSTRUCTION	5215	.1

Each directive is assigned a subject number from the Department of the Navy Standard Subject Identification Code System.

Consecutive numbers are assigned to instructions having the same subject classification number to show the order of issuance. For example, the subject number for contract financing is 7810. An originating office would assign numbers to the first, second, and third instruction that it issues on contract financing as follows: 7810.1, 7810.2, and 7810.3, respectively.

Notices are not assigned consecutive numbers because of their one-time nature or brief duration. For this reason, the date must always be used when referring to a notice; for example, OPNAV Notice 5442 of 6 Jan 1980.

Security Identification

The security classification of Confidential or Secret instructions and notices is indicated by prefixing the subject numbers by the letter *C* for Confidential and by the letter *S* for Secret. A single set of consecutive numbers is used by each originating office for each subject number regardless of the security classification of individual instructions. For example, if the first instruction issued on contract financing was unclassified, the second instruction Confidential, and the third instruction Secret, they would be numbered 7810.1, C7810.2, and S7810.3, respectively.

Requisitioning Directives

Copies of directives, excluding notices, may be ordered from the Naval Publications and Forms Center. To determine the applicability and availability of a notice, the sponsoring organization must be contacted. NAVSUP Form 1205 is the primary document for ordering unclassified departmental directives identified in NAVPUBNOTE 5215.

FILING SYSTEM

As an AZ, you will be required to file correspondence correctly and find it promptly. To do this, you must understand Navy files and be thoroughly familiar with your own files. For example, the aircraft maintenance officer may ask you to find a certain letter immediately. The officer may identify it by saying it came from either NAVAIRSYSCOM or NAVSHIPSYSCOM and had something to do with hand tools. On second thought, maybe NAVSUPSYSCOM sent it, and the officer is not certain when it was received. The maintenance officer remembers reading it about 6 months ago and has had no further need to refer to it until now.

Such events are everyday occurrences in large offices. Unless you have a workable system for locating requested materials, you are in for considerable embarrassment, and your seniors will not receive the assistance they have a right to expect.

Constant changes in naval office personnel, because of transfers, leave, and discharges, emphasize the need for a standardized subject identification system. The present system fills that need. If you know the subject identification system of one ship or station, you can operate that of another with little decrease in efficiency. This does not mean that each office has the same number of file jackets. Rather, it means that a uniform system is used in assigning subject identification numbers and in designating the various types of naval activities, that all general files have the same basic arrangement, and certain sets of files are kept by all activities.

FILING EQUIPMENT

Usually, you will not be setting up an office by yourself. Therefore, you should not spend time making a detailed study of the various items of filing equipment available. You should have some knowledge of the general types of equipment so that you can use correct names in taking inventory and know what to look for in a stock catalog in case you need to requisition individual items.

Cabinets

There are many kinds and sizes of file cabinets that accommodate the various types of material to be filed. Because materials are usually filed without folding, the file cabinet size is determined by the size of the individual sheets or cards to be filed. The drawer or cabinet should be just a little larger than the material. It is a waste of space and material to use a cabinet larger than needed.

Letter-size cabinets should be used instead of legal size whenever possible. Legal-size cabinets should be used only when the greater portion of the material to be filed is larger than 8 1/2 by 11 inches. Five-drawer cabinets should be used whenever possible because they contain more filing space than four-drawer cabinets, and occupy the same deck space.

File drawers should be equipped with adjustable backstops called "compressors." These are necessary for keeping the files upright when there are only a few folders in a drawer.

Card files are found in some offices. These have their own special cabinets of appropriate size.

Visible files of various sizes and kinds are now common in certain offices. A visible file is one in which cards, sheets, or strips of paper are so arranged that the margins of all can be seen at

once and the data on them read with little handling.

The latest edition of the *Department of the Navy Information and Personnel Security Program Regulation*, OPNAVINST 5510.1, defines the element of security for the various stowage containers used for classified material. In determining the security of file cabinets, there are three factors to be considered: (1) portability, (2) ease or difficulty of opening by unauthorized persons, and (3) fire resistance.

A portable cabinet has no security value because it can be carried away by a thief and opened at leisure by whatever methods are necessary. Combination locks are, in general, more secure than key locks. Some key locks are harder to pick than others, and the same is true of combination locks.

Wooden cabinets have little security value. They offer poor protection against either unauthorized entry or fire. Metal cabinets offer more protection than wood, but vary in degree of security according to the thickness of the metal and the sturdiness of their construction. In a serious fire, the contents of all but the heaviest cabinets may be charred. Vaults are the most secure, but they also vary in degree of protection against both entry and fire.

The foregoing are principles to be considered in connection with the use of files for classified matter. For more details, or to determine whether security is adequate in any specific case, you should refer to the OPNAVINST 5510.1.

Filing Supplies

Folders are used to keep correspondence orderly in the files. Standard file folders are available in two sizes: letter size, 9 x 11 3/4 inches; and legal size, 9 x 14 3/4 inches. Folders are packed in boxes of 50 and ordered according to tab positions desired. Tab positions are available in either one-third cut (three positions to each set) or one-fifth cut (five positions; per set).

For general correspondence, you should arrange the folders using tabs in the first, second, and third positions consecutively throughout the file drawer. The total number of folders and the appropriate primary, secondary, or tertiary subject identification numbers (or the symbols) to be used for each folder should be determined by the volume of subject matter to be filed in connection with the amount of filing drawers available. At this point, you should refer to the

Navy standard subject identification codes for help in estimating immediate and future needs.

You may handprint the subject identification number on each folder using large lettering, with printer's ink, for clarity and depth of color to aid in visual sighting. An example of such a folder arrangement in a file drawer is illustrated in figure 2-13.

STANDARD SUBJECT IDENTIFICATION CODES (ASIC)

The standard subject identification code (SSIC) is a number that stands for the subject of a document. SSICs are required on all Navy and Marine Corps letters, messages, directives, forms, and reports. The use of SSICs provides a method for filing documents with consistency and retrieving them quickly. The latest edition of the *Department of the Navy File Maintenance Procedures and Standard Subject Identification Codes*, SECNAVINST 5210.11, provides the list of SSICs.

There are 13 subject groups under the Navy's SSIC system, each group being identified by a four- or five-digit numeric code. They are as follows:

1000 Series—Military Personnel

2000 Series—Telecommunications

3000 Series—Operations and Readiness

4000 Series—Logistics

5000 Series—General Administration and Management

6000 Series—Medicine and Dentistry

7000 Series—Financial Management

8000 Series—Ordnance Material

9000 Series—Ships Design and Material

10000 Series—General Material

11000 Series—Facilities and Activities Ashore

12000 Series—Civilian Personnel

13000 Series—Aeronautical and Astronautical Material

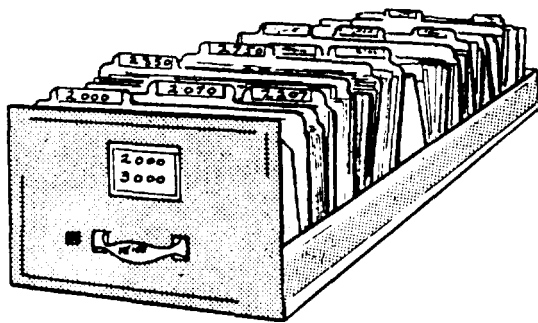


Figure 2-13.-File drawer showing folders and tab positions.

These major groups are subdivided into primary, secondary, and sometimes tertiary breakdowns. Primary subjects are designated by the last three digits (the hundred group) of the code number, secondary subjects by the last two digits, and tertiary subjects by the final digit.

5000 General Administration and Management

5200 Management Programs and Techniques

5210 Office Methods and Paperwork Management

5211 Files and Records Systems

Some of the smaller subject groups are not subdivided below the primary breakdown. Other larger subject groups are divided into many secondary and tertiary subjects, the extent depending upon the scope and complexity of the major subject.

The first instruction issued by SECNAV on the files system is SECNAVINST 5211.1, and the subject is "Mail and File Practices." Subsequent revisions of this instruction, which are issued on mail and file practices, are numbered 5211.1A, 5211.1B, etc. New instructions on the subject of the files system are numbered 5211.2, 5211.3, etc.

MISCELLANEOUS FILING PRACTICES

Some filing procedures have been discussed earlier at appropriate places and where applicable. The following additional filing practices may prove helpful.

Classifying

Classifying, as used here, is the process of determining the correct subject group or name title symbol under which correspondence should be filed, and any subordinate subjects that should be cross-referenced. Classifying is the most important filing operation because it determines where papers are to be filed.

The proper way to classify a document is to read it carefully and analyze it, considering the following factors:

- The most important, definite, or concrete subject mentioned
- The purpose or general significance of the document
- The manner in which similar documents are requested
- The subject identification code under which previous documents of a similar nature are filed

The subject identification code placed on the letter by the originator may not be appropriate for every office; therefore, the text of the letters should be thoroughly screened and the letters filed correctly.

Parts of a document (enclosures or attachments) should be filed with the basic document, if feasible.

Cross-Reference Filing

Although official letters usually are confined to one subject, they often may be properly classified under two or more file subjects; therefore, they may be filed under more than one file number. In such cases, a system of cross-indexing is desirable.

Some letters will arrive with an extra carbon copy that can be used for cross-reference filing. When there is no extra copy, an Optional Form (OF) 21 may be used. This form has space for items that are essential to identify the communication. These forms are prepared as single sheets and also with one or more carbons interleaved.

Cross-referencing serves a useful purpose in locating material, but should not be overdone. Not every document needs to be cross-referenced, and it is a waste of time to put down every cross-reference you can possibly think of. Try to select only those that will likely be of use.

Ordinarily, endorsements should not be cross-referenced unless they contain subjects not covered by the basic correspondence.

Cross-references should not be indicated on outgoing correspondence. The file number used should be the one under which the official copy is filed by the originator.

Coding

Coding is the simple process of writing the file numbers or symbols on the papers to be filed. The number or symbol under which a document will be filed should be written in the upper right or left corner. In addition, cross-references should be shown, if used.

Placing Papers in Folders

Use a filing shelf to hold material while you open the file drawer and find the proper folder. Check the file symbol on the paper with the file symbol on the folder label to make certain they correspond. Pull the folder about halfway out of the drawer, and file the material within the folder in chronological order with the latest date in front. Clips and pins should be removed, but papers related to a particular transaction should be stapled together to assist in referencing. Cross-reference papers should also be placed in chronological order along with other papers.

Oversize material that cannot be folded to fit neatly in a regular file should be filed separately in suitable equipment. Its location should be noted on the related basic document or on a cross-reference sheet in the regular file. Enclosures filed outside the regular file should contain a notation showing where the basic material is filed. When records are retired to a records depository or otherwise disposed of, care should be taken to include such material.

Charging Out Materials

When anything is removed from the files, a record should be made of its whereabouts. For this purpose, a Chargeout Record (OF 23) may be used. You should keep a supply of these forms near the files. A chargeout record must contain adequate identification of the material removed, the date of removal, and the person to whom it was released. If chargeout records are retained after return of the material, the date of return should also be entered. All chargeout records should be checked periodically to note whether

any materials have been out of the files for an excessive amount of time.

REPORTS MANAGEMENT

Every aircraft maintenance department regularly submits many types of reports. These reports are important lines of communication that help keep the department operating as an effective naval unit and as a part of a coordinated Navy team. However, unless care and judgment are exercised, reports can increase in number and complexity until the burden they create outweighs their usefulness. Therefore, the Navy has devised a reports management program, whose purpose is to ensure the following:

- Eliminate unnecessary or duplicate reporting, and prevent it in the future.
- Ensure that instructions, forms, and procedures for necessary reporting are clear and complete, and that they provide the most simple and direct methods of reporting.
- Ensure that the contents of required reports provide adequate data for intended purposes, and that proper reporting intervals are established.
- Provide central reference points for information regarding reports.

Lists of Required Reports

Throughout the Navy, from the systems commands and offices of the Navy Department down to the individual ship and station, the reports management program has resulted in analysis of reports to see whether they are necessary and whether they give the information needed. Authorized reports are included in published lists.

Responsibilities for Reports Management

The responsibility for managing the reports of a department or squadron is usually assigned as a collateral duty to an officer. In large aircraft maintenance activities, this officer is the administration officer; in smaller units, it is the assistant maintenance officer. The overall responsibilities are outlined in the latest edition of OPNAVINST 4790.2. An AZ is usually assigned to assist, as directed, with reports

management procedures. In a small activity where the officer may have many other responsibilities, the AZ may be expected to handle some of the procedures with little supervision.

Reports Tickler File

In many offices, reports tickler files are maintained to ensure that reports are prepared correctly and well in advance of their due dates. This system provides a master reports tickler file of all reports required from a given organization.

A tickler file is a system for alerting people sufficiently before the actual due date so that reports may be promptly submitted. To set up a tickler file, a 3 x 5 file card should be prepared for every recurring report that originates in the maintenance office. OPNAV Form 5214/5 should be used for this purpose. These cards should indicate the kind of report; the form number to be used, if applicable; the due out date, and the address of the office to which it is to be sent; the number of the directive requiring the report; and, if applicable, a listing of the divisions from which information concerning the report must be obtained.

These cards should be sorted by frequency of the reports, and then each pile further arranged in chronological order. These cards may then be filed in a 3 x 5 file box or drawer in the exact chronological order in which they become due. If desired, tabbed dividers may be used to divide the file into monthly segments.

The cards should be arranged so that they will reach the front of the file a certain number of days before the report is due. The tickler file is checked daily; and as reports are completed and the months pass, the cards and dividers are placed toward the rear of the box or file. The dividers are placed 12 months back, and the tickler cards are inserted in the precise spot in the file (according to its frequency) where it will come up again to provide timely notice of the next report due.

IN-SERVICE TRAINING

In-service training is a command responsibility, and the majority of practical training is derived from this means. Since this training represents a major contribution to the Navy's efforts, a systematic in-service training program must be established that will develop the skills and experience necessary for a high state of readiness

and to meet the minimum requirements of the Personnel Qualification Standards (PQS) and the Maintenance Training Improvement Program (MTIP). Both lectures and practical training are integral parts of a successful program, and must be geared one to the other. Also, the program must satisfy each individual activity's particular requirements. In-service training is accomplished both formally and informally.

FORMAL IN-SERVICE TRAINING

Formal training is conducted through lectures supplemented with visual aids and required reading. A schedule of training is prepared and published by the assistant maintenance officer, listing each lecture, time, location, names of those who are to attend, subject, and the name(s) of the instructor(s). Each division officer prepares a training syllabus and maintains a progress record for each person in the division. The division officer also furnishes the assistant maintenance officer with the names of personnel to be scheduled for training lectures.

Lectures are prepared by designated officers, petty officers, and Navy engineering technical services personnel when so directed by the maintenance officer. A lesson guide for each lecture is prepared in a format containing the following elements:

- Lecture number. A number assigned for identification.
- Time. Duration of the lecture.
- Date prepared.
- Date reviewed. By name and rank/rate.
- Title. Subject of the lecture.
- Objective. The purpose of the lecture.
- Instructional aids. Material that assists the instructor's presentation, such as visual aids or schematics. Indicate where the aids can be found if they are not attached to the lecture outline.
- Instructor's references. Reference material with which the instructor should be familiar before attempting the lecture.
- Presentation. A complete narrative of the lecture contents or an outline so complete that a satisfactory lecture can be conducted from it with little preparation by a new or substitute instructor.

- of maintenance tasks by demonstration and simulation. OJT is conducted under the supervision of designated personnel in the shop or on the operating line. The experienced personnel of the activity are used as fully as possible in instructing, demonstrating, and imparting their skills to the less experienced. As to equipment, only the job and tools are required. The vital

On-the-job training (OJT) is the practical instruction of personnel in the performance

Figure 2-14.-Required Reading and Maintenance Information Record (OPNAV Form 4790/34).

ingredient is an individual who has an interest in the job, the skill to do it well, and the capability to instruct. The striker or trainee learns by seeing the job done and gains experience by participation in the work. The nature of this type of training makes regular scheduling impractical.

Practical training is performed at every opportunity, and can be monitored by effective use of a training syllabus. The syllabus prepared for this type of training is commensurate with the skills of rated and striker personnel. A report of practical training accomplished is made to division officers at regular intervals, and final attainment of satisfactory levels of skill are recorded as personnel advancement requirements (PAR) in accordance with existing instructions. These records will indicate required training in special areas, as well as certify qualifications for individual advancement in rate.

MAINTENANCE TRAINING IMPROVEMENT PROGRAM (MTIP)

MTIP is a training management system that identifies training deficiencies at both organizational and intermediate levels of maintenance through diagnostic testing procedures. The program is compatible with and supports the formal technical training programs in naval aviation. By evaluating the technical knowledge level of each individual, the quality of existing training courses and material can be determined. Such evaluation allows corrective action to improve technical knowledge levels and existing training courses, which, in turn, improves individual, work center, and overall activity capabilities.

PERSONNEL QUALIFICATION STANDARDS (PQS) PROGRAM

The PQS program is a systematic means for qualifying officers and enlisted personnel to perform assigned duties. A PQS is a written compilation of the knowledge and skills required by a person to qualify for a specific watch station, to maintain a specific equipment or system, or to perform as a team member within the assigned unit. PQS is an element of a unit's overall training program. A PQS is in the format of a qualification guide that asks the questions a trainee must answer to verify his/her capability to perform a given task. It provides a systematic procedure to assist the individual in tracking and documenting the knowledge and qualifications

required for increased professional responsibilities, additional technical skills, and eventual advancement in rating. The specific goal of the PQS program is to serve as a vehicle for continuous qualification of the individual through school and on-the-job experience, and to complement and support formal training programs. Further detailed information regarding PQS can be found in NAVEDTRA 43100-1, and the latest edition of OPNAVINST 3500.34.

REQUIRED READING

Certain directives and publications, as directed by the aircraft maintenance officer, are routed for dissemination as maintenance information. The material should be incorporated in the active required reading file for each division. The active file contains items of maintenance information and such other information that the division officer feels should be read. The standing file contains material that has been read and initialed by all personnel presently assigned, but which is kept on file for the indoctrination of new personnel. The Required Reading and Maintenance Information Record, OPNAV 4790/34 (fig. 2-14), is used to maintain records on required reading accomplished. If no copy of a directive is available for the reading file, a locator sheet is filed in its place, indicating where it can be found. Records are kept on the progress of each person relative to required reading, and new personnel read and initial both the active and standing required reading material. Files are reviewed at least once monthly, and obsolete material is removed from the files and discarded.

CHAPTER REVIEW QUESTIONS

- Q1. What should you be especially careful of when handling classified material?*
- Q2. What is the formula for grading a typing test?*
- Q3. What machine provides the easiest means of reproducing copies of documents?*
- Q4. What manual should you refer to for detailed information concerning the security of classified information?*
- Q5. What instruction provides information and guidance for typing a standard letter?*

Q6. If a letter is classified, what must be typed in capital letters at the left margin two lines below the date in the sender's symbols?

Q7. Where is the "via" line typed on a standard letter?

Q8. What form are Naval Messages prepared on?

Q9. What instruction provides information on the directives issuance system?

Q10. What are the two types of directives used within the directives issuance system?

Q11. What instruction contains a list of Standard Subject Identification Codes (SSICs)?

Q12. What is the purpose of a reports tickler file?

Q13. How often should required reading files be reviewed?